

### **COVID-19 SAFETY PLAN: Seniors Outreach Services Society, Kelowna**

This safety plan encompasses five of the six-step processes provided by WorkSafeBC's *COVID-19 and returning to safe operation* guidelines. This plan is posted at the physical location of Seniors Outreach Services Society (SOSS) as well as on the website as per the order of the provincial health officer.

#### **STEP 1: ASSESS RISKS AT THE WORKPLACE**

The COVID-19 virus spreads in several ways. It can spread in droplets when a person coughs or sneezes or it can spread if an individual touches a contaminated surface and then touches their face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

#### **Assessing the workplace (all SOSS employees are involved in workplace assessment)**

Areas of increased risk include proximity between employees and through contaminated surfaces. The closer together employees are and the longer they are close to each other, the greater the risk. The following processes were taken by SOSS to identify potential risks at the workplace:

1. SOSS involved staff, supervisors, and the worker health and safety representative to identify risks.
2. Areas where people gather, including break rooms, bathrooms, and waiting rooms have been identified.
3. Job tasks and processes where employees are close to one another or members of the public have been identified.
4. All tools and equipment employees share while working have been identified.
5. All surfaces that people touch often including doorknobs and light switches have been identified.

#### **STEP 2: PROTOCOLS IMPLEMENTED TO REDUCE RISKS**

To reduce the risk of transmission, Seniors Outreach Services Society has implemented all four levels of protection protocols as recommended by WorkSafeBC. These four recommendations are listed below:

1. First Level Protection (Elimination): Limit the number of people in the workplace by implementing work-from-home arrangements, establishing occupancy limits, re-

scheduling work tasks, or other means. Rearrange workspaces to ensure that workers are at least 2 m (6ft) from/or partitioned from co-workers, customers, and members of the public.

2. Second Level Protection (Engineering Controls): If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.
3. Third Level Protection (Administration Controls): Establish rules and guidelines, such as posted occupancy limits for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.
4. Fourth Level Protection (PPE): If the first three levels of protection are not enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately and that workers are using masks correctly.

Based on the above recommendations, SOSS has implemented the following policies and procedures to reduce risk.

**First Level Protection (Elimination): Limit the number of people at the workplace and ensure physical distance whenever possible.**

1. SOSS does not currently permit customers or members of the public to enter the SOSS premise.
2. Upon resuming regular services and activities, SOSS has established an occupancy limit for no more than 2 customers that can enter SOSS premises. This information will be clearly posted at the door once in-person appointments resume.
3. To reduce the number of people at the worksite, Seniors Outreach Services Society allows employees to work from home, schedules virtual meetings, and limits the number of individuals allowed in the workplace at one time.
4. SOSS has implemented measures to keep workers and others at least 2 meters apart, wherever possible, and include the following:
  - Working offsite or remotely when necessary.
  - Work schedules are shifted to ensure no more than three people occupy the workplace at one time.
  - All client interactions are appointment only and to be done over the phone or video if possible.
  - Doors are locked to the public; no drop-in customers are permitted.
  - All appointments that must be scheduled in person will be on an as needed basis and all safety protocols, including occupancy limits, will be strictly adhered to.

**Second Level Protection (Engineering): Barriers and Partitions**

1. There are barriers in place where employees cannot maintain minimal physical distance requirements from other co-workers, customers, or others.

2. SOSS has ensured adequate cleaning protocols for barriers are in place.
3. Barriers are secure to limit additional risks to employees.
4. Barriers are used in the workplace as follows:
  - Plexi-glass has been installed around the entrance to SOSS, blocking off reception and ceasing access to full office space.
  - Reception area is fully encompassed by pexi-glass to reduce risk of contact from incoming traffic including staff and members of the public.
  - Natural barriers between workers are adequate and meet safety protocols and guidelines.

### **Third Level Protection (Administrative): Rules and Guidelines**

1. SOSS has identified rules and guidelines for how employees should conduct themselves.
2. SOSS has clearly communicated these rules and guidelines to employees through a combination of training and signage.
3. Rules and guidelines must be adhered to by all SOSS employees to reduce the risk of person-to-person transmission and are as follows:
  - Must wear a mask when entering and/or leaving the premise.
  - Masks must be worn if employee leaves their personal workstation.
  - All workstations (including computers, office supplies, etc.) must be sanitized before and after use every workday.
  - Employees are expected to engage in frequent handwashing while at the workplace.
  - Coffee station uses disposable Keurig pods (no shared pot), every employee must bring, use, and wash their own personal cup, every item touched must be sanitized immediately after use.

### **Fourth Level Protection: PPE**

1. SOSS has reviewed the information on ***Selecting and Using Masks*** and ***Instructions on How to Use a Mask***.
2. We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
3. SOSS employees have been trained on how to properly use masks.
  - All staff and any members of the public entering the SOSS office are required to wear masks.
  - Masks must be worn when employees access the bathroom, coffee station, supply stations, and any other area that is not their personal workstation.

- All employees were provided information from WorkSafeBC detailing how to correctly use masks.
- The poster “Help prevent the spread of COVID-19: How to use a mask” is posted throughout the SOSS office to remind employees of correct wear and cleaning practices for masks.

### **Implement Effective Cleaning and Hygiene Practices**

1. SOSS has reviewed the information on ***Cleaning and Disinfecting Surfaces*** provided by WorkSafe BC.
2. The SOSS workplace has enough handwashing facilities on site for all employees, all handwashing locations are visible and easily accessible.
3. SOSS has policies that specify when workers must wash their hands and maintain good hygiene practices has been communicated to employees.
4. Frequent handwashing and good hygiene practices are essential to reduce the spread of virus, SOSS has placed the “Handwashing” and “Cover Coughs and Sneezes” posters (as provided by WorkSafeBC) around the workplace to remind all employees, customers, and members of the public.
5. SOSS has implemented cleaning protocols for all common areas and surfaces – e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
6. Employees who are cleaning have adequate training and materials.
7. SOSS has removed all unnecessary tools and equipment to simplify the cleaning process and reduce risk of transmission – e.g., switched to single use disposable coffee pods and everyone has own cup.
8. Cleaning protocols are as follows:
  - The supervisor disinfects the office twice per day and frequently disinfects high use areas.
  - Every employee is expected to sanitize shared common areas and high traffic places and supplies after use including printers, computers, keyboards, Keurig machine, microwaves, etc.
  - There are posters and notices with hand sanitizers and sprays at every shared use station directing employees of how to adequately sanitize area.
  - SOSS has hired a formal cleaning professional that cleans the office twice a week in addition to every day cleaning practices.
  - All employees have signed and agreed to actively maintain these cleaning protocols.

### **STEP 3: DEVELOP POLICIES**

1. The following workplace policies ensure all employees showing symptoms of COVID-19 are prohibited from the workplace:
  - Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.
  - Anyone who has been identified by Public Health as a close contact of someone with COVID-19.
  - Anyone directed by Public Health to self-isolate.
  - Anyone who has arrive from outside of Canada must self-isolate for 14 days and monitor for symptoms.
  - Visitors are prohibited or limited in the workplace.
  - First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
  - SOSS has policy and procedures in place to guide employees on how to safely work alone.
  - SOSS has implemented ***Working from Home Policy and Procedures*** to guide employees with safe practices when working from home.
  - Employees have training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace detailed in SOSS ***Risk Management Policy and Procedures***.
2. SOSS policy and procedures addresses employees who may start to feel ill at work which include the following:
  - Sick employees must wash or sanitize their hands, wear a mask, and isolate. The employee will be asked to go straight home and follow BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to testing and self-isolation.
  - If the employee suddenly becomes severely ill (e.g., difficulty breathing, chest pain), call 911.
  - All surfaces the ill employee had contact with will be cleaned and disinfected immediately.

#### **STEP 4: DEVELOP COMMUNICATION PLANS AND TRAINING**

It is imperative that all individuals entering the SOSS workplace understand how to keep themselves safe while there.

1. SOSS has a training plan to ensure everyone is trained in workplace policies and procedures.
2. All employees have received the policies for staying home when sick.

3. There are posted signage throughout the SOSS workplace, including effective hygiene practices.
4. There is posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
5. Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

#### **STEP 5: MONITORING THE WORKPLACE AND UPDATES AS NECESSARY**

As things may change as SOSS activities resume, any new areas for concern will be identified and addressed. These changes will be updated in the policy and procedures and all employees will be informed of changes. ***Reviewing and Updating your COVID-19 Safety Plan: A guide For Employers*** will be frequently reviewed to ensure SOSS safety plan is effective and functional.

1. SOSS has a clear safety plan to monitor risks. Changes to policy and procedures will be applied, as necessary.
2. Employees know who to contact with health and safety concerns.
3. When resolving safety issues, SOSS will involve the worker health and safety representative and other employees.